



**CADBURY AT LEWES
AFTERNOON EXCHANGE
January 5, 2016**

Carol Holzman, Executive Director, opened the meeting by welcoming everyone and thanking them for coming.

She then gave the microphone to Chuck Rendulic, Director of Support Services, to provide an update on his operations. Chuck said that 174 work orders were received in December and all but 1 have been completed. He said that for the year, 2,029 work orders were completed, not including renovations, etc.

Maintenance continues cleaning up of the grounds.

With respect to the cold, there have only been 2 calls about heating systems. Chuck urged residents not to wait to call if they have a problem. Residents can call the front desk anytime. He said that we have portable heaters and space heaters that can be used temporarily if necessary until the problem is resolved. We also have an HVAC person on staff and someone on call, so don't wait. Many of the problems are just a thermostat issue.

Chuck advised that someone will be putting the fence up around the dumpster in the next week or so.

Lots of work is being done on C39, but the residents are not scheduled to move in until April.

A resident asked about the installation of street lights. Chuck said that he called in December and that Delaware Electric Coop waits for the contractor to install. They did determine the location for the lights and marked it with flags.

Nancy Krail said that some residents need training on the equipment to play videos for the Friday night movies. Chuck advised that a training video is being created. Nick had to re-dub the voice to make it clear. He will arrange for a training session on Tuesday at 11:00 am.

Bill Gehron asked how to properly dispose of unused medications. Chuck said that it's best to contact the State or the Lewes Police Station. Chuck said he will look into it. Carol added that the police station usually does it twice a year and dates are published in the paper. If we see anything advertised, we will let residents know.

Chuck gave the microphone back to Carol who said the census for the Skilled Unit was 38/40, for a 95% occupancy. Assisted Living is at 42 out of 45 and we budget for the census to be at 42. Independent Living is at 94% occupancy with a census of 122. We've stayed at that for the last few months.

With respect to new residents, Celia Perge has closed on #134E and Judy Barton is moving into #103W this week. We've been solid at 122 and expect one more move-in this month.

We are working on the 2017 budget. Our budget year runs from April 1, 2016 through March 31, 2017. Carol said that we are facing some challenges as there has been a decrease in Medicare reimbursements and an increase of \$200,000 in medical insurance costs for employees.

With respect to Cherry Hill, the agreement has come to pass and we are moving forward. We expect the transaction to close between now and the end of March.

Carol advised that the computer for the pull cord system in the apartments and cottages is being updated. For the next 24-48 hours, residents should pull the cord and call the front desk if they need immediate assistance.

We are moving forward with the implementation of Electronic Medical Records (EMR). We have lots of health care residents that have been entered into the system. We go live on 2/1/16 for Health Care and Assisted Living and then will start working on Independent Living residents.

Carol thanked Nancy Krail for keeping us on track with getting the 6 frames that were installed by the mailboxes to help keep us organized.

Carol stated that when Dr. Sehgal was recently on vacation, a resident called his office and was told by his staff to contact Wellness. The resident complied and the message sat there because the Wellness office was closed. Carol will speak with Dr. Sehgal this week about instructing his staff to get a hold of the on-call doctor that is covering for him. We have implemented a procedure where an RN will check the messages three times a day to ensure the resident receives a call back. Carol said that residents can always go to Safe Harbor to speak with a nurse, but if they are not able, the resident should pull the cord. We will post on the TV channel when Dr. Sehgal is on vacation and provide the covering doctor's phone number.

PMI's:

- John Gerber called Wellness for bloodwork. He called on Monday, Tuesday and Wednesday and received a call back on Thursday. He got a nurse from Safe Harbor to get everything straightened out. Carol said she will follow-up.
- There is a desirability to have a person in Wellness full time. What about the using the money that was loaned to Cherry Hill? Carol explained that the money loaned was not to be used for day-to-day operations and came from entry fees that we use to pay back when someone moves out or when a resident moves through the continuum.
- Several residents received i-pads for Christmas and want access to WiFi for the internet. Carol said that we're installing Wi-Fi in health care for EMR and her dream is to make the whole community wireless. It may or may not happen this year as it is very expensive. She said that resident can take their device to a wireless area or get it in their own apartment by contacting Comcast. There is some wireless in the community but it is being used for training for Cadbury employees. Carol added that we have a networking company that we need to go through for any installation to ensure consistency with what we already have.
- Parking out front is getting better but when using handicap spaces, please show some sensitivity to others that need it. Some residents can walk easier than others and some are frail. Carol said that we are going to look at changing some of the spaces on the far side of the circle. Any overflow parking should go to the East or West Wing parking lots. Please have family members park in the overflow areas.

Carol then opened the floor for questions and comments.

- Jim McMullen said that the other day he received a knock on his door from a visitor but never received a call from the front desk. Barb White will follow-up with the front desk staff.
- Dick Cleaveland suggested that we have a recycling receptacle by the mail cubbies. Carol said that we will take a look at getting something.
- Mildred Wiedmann said that many residents and staff don't break down the cardboard boxes.
- Elsie Gould asked if there is only going to be one session for audio visual training. Carol answered that, yes, and we will ask those people to help with additional training and we will still have the training video available.
- Jim Bazzoli asked what happens to the employees that travel to Cherry Hill after the sale. Carol said that no one from Lewes travels to Cherry Hill on a regular basis. Some of the Business Office staff in Cherry Hill will be relocated to office space in the area. We expect that about 2/3 of the Cherry Hill employees will stay with the new company. She added that they are a for-profit organization and have experience in continuing care.

Carol thanked everyone for coming and the meeting was ended.